

FIG. 1

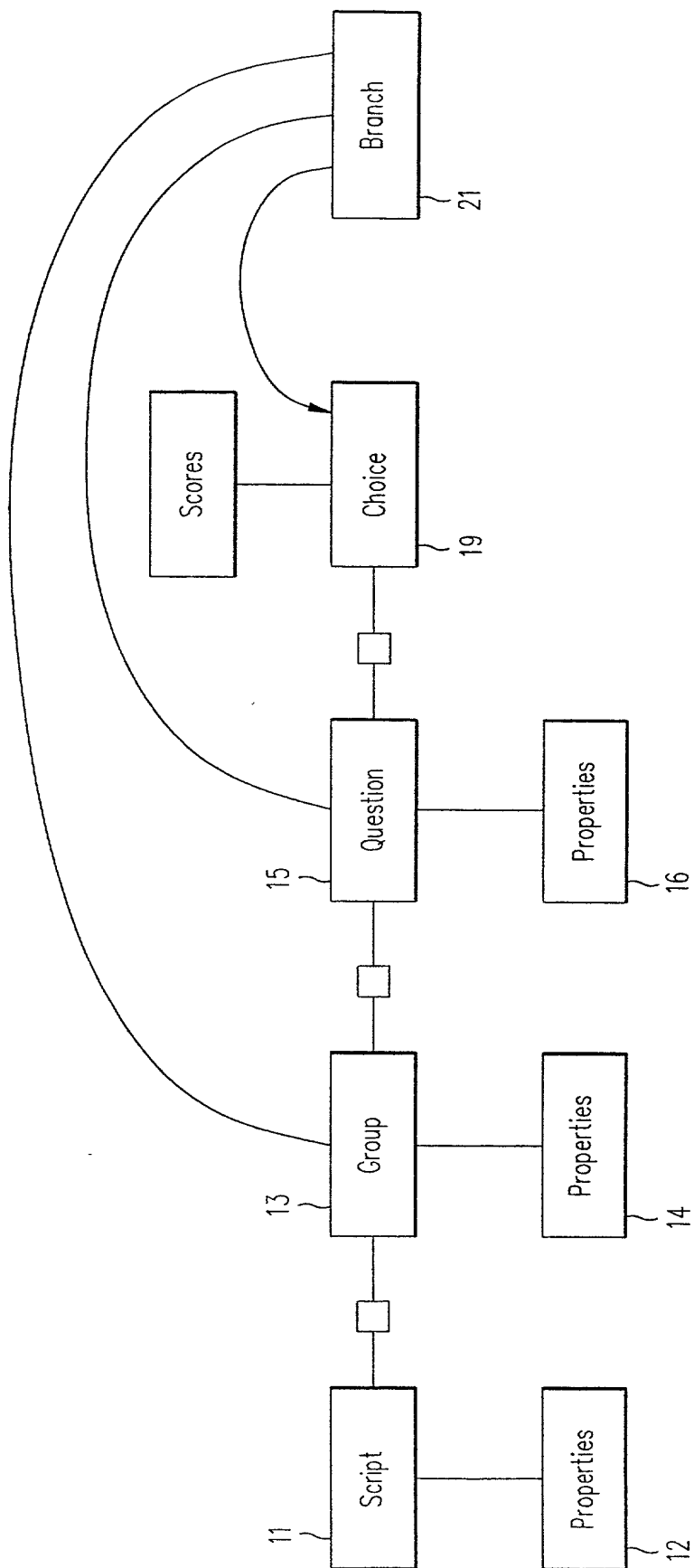


FIG. 2

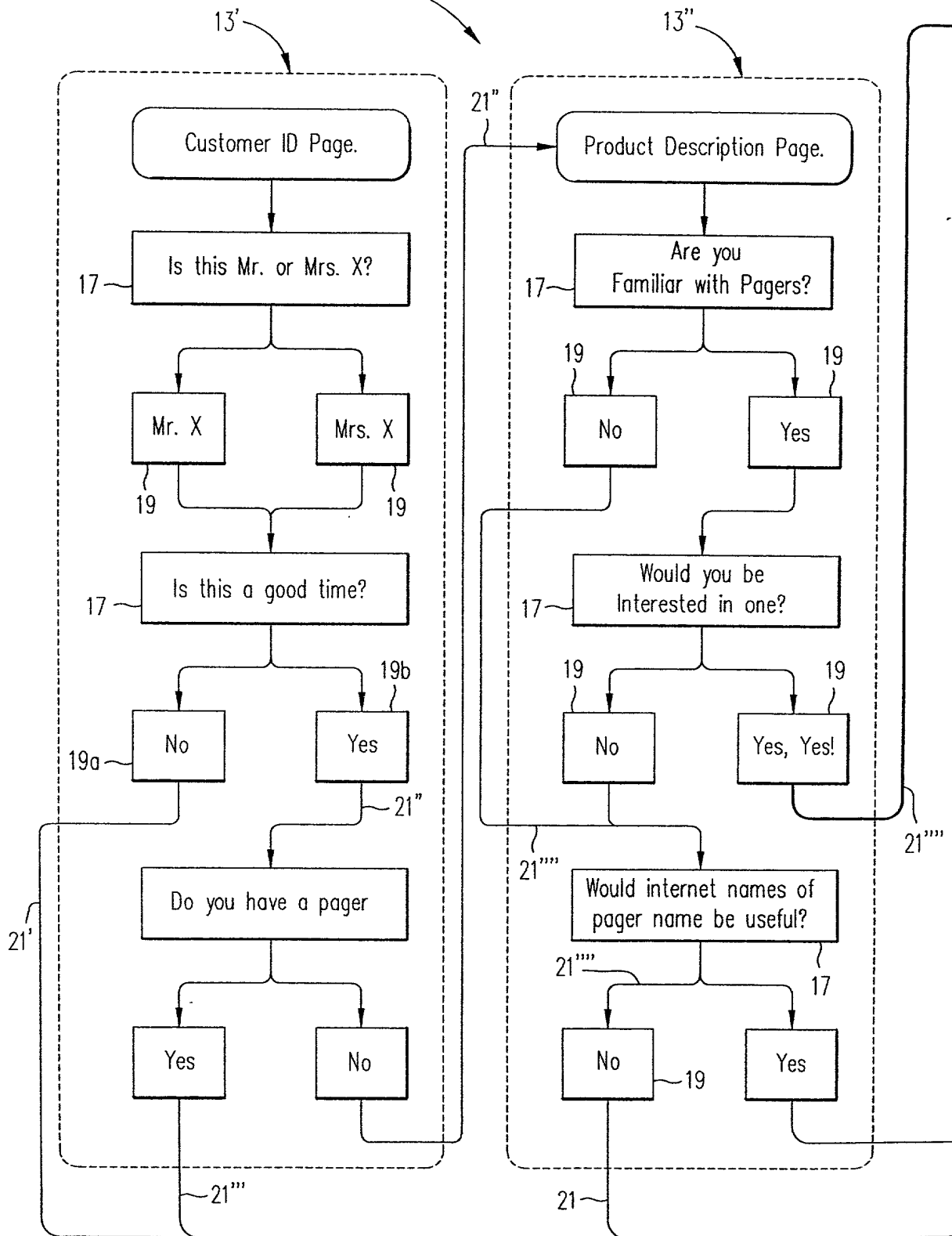
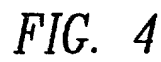


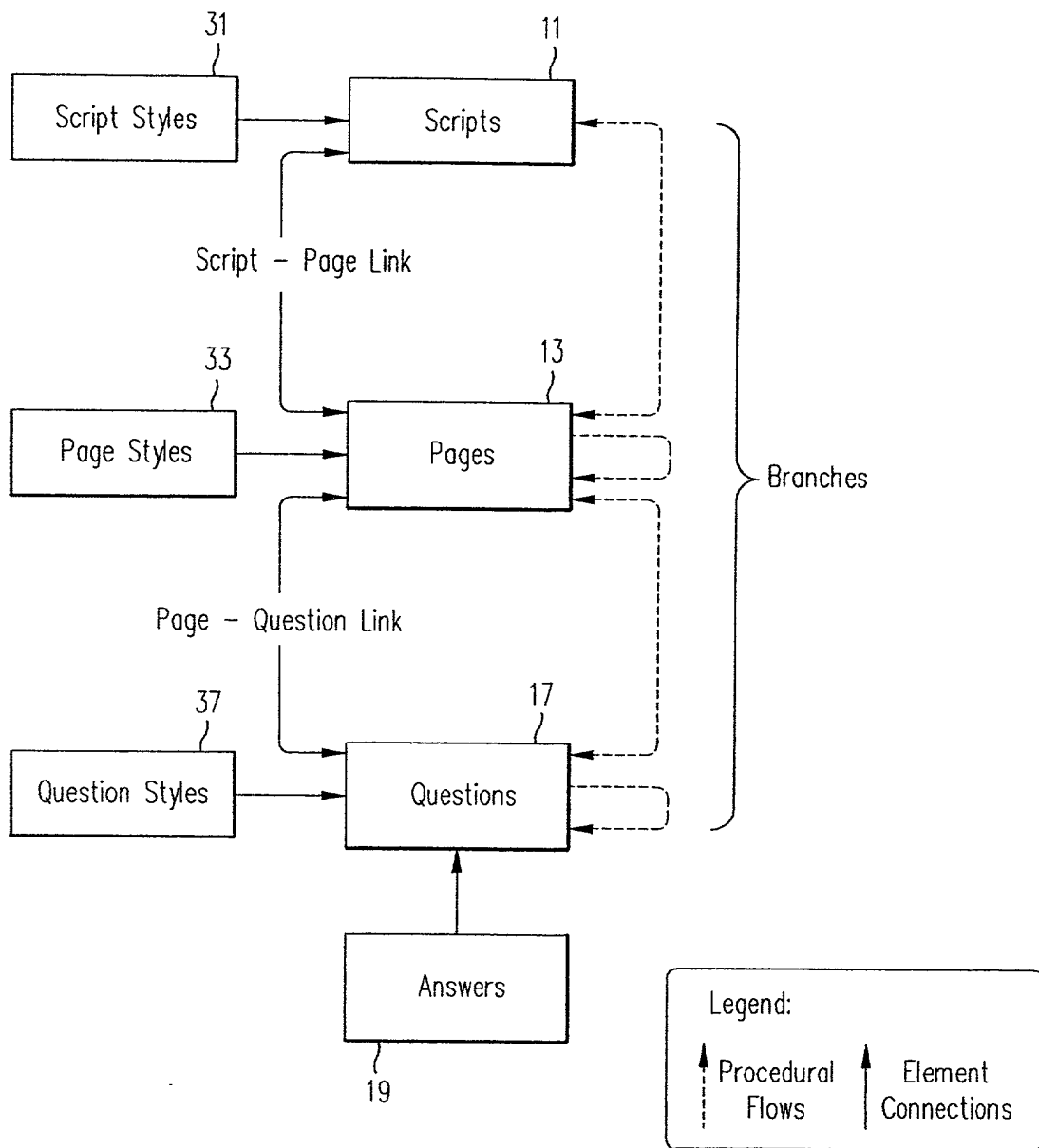
FIG. 3a	FIG. 3b
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Key To  
**FIG. 3**

**FIG. 3a**

[illegible]



*FIG. 5*

61

First Name Last Name

Campaign

Service

Script playing area. 15

Thank you for calling Siebel systems. This is Tiffany, how can I help you today?

- o Need license key ~17
- o Need upgrade to Siebel 99 ~17
- Need assistance on new SmartScript ~17

How long have you been working with SmartScript? ~17

1 week 19

Have you read the documentation? ~17

o Yes

o No

11

FIG. 6

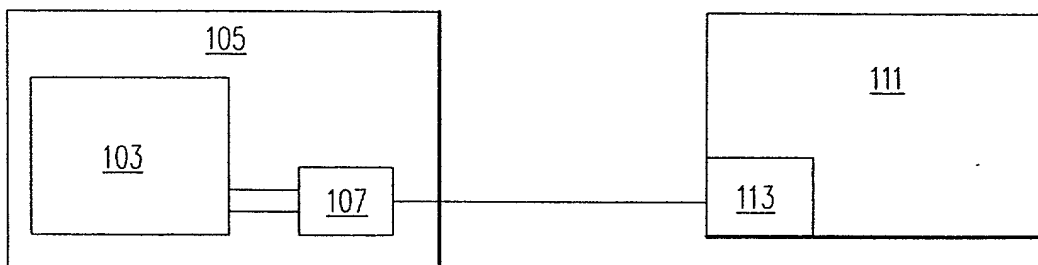
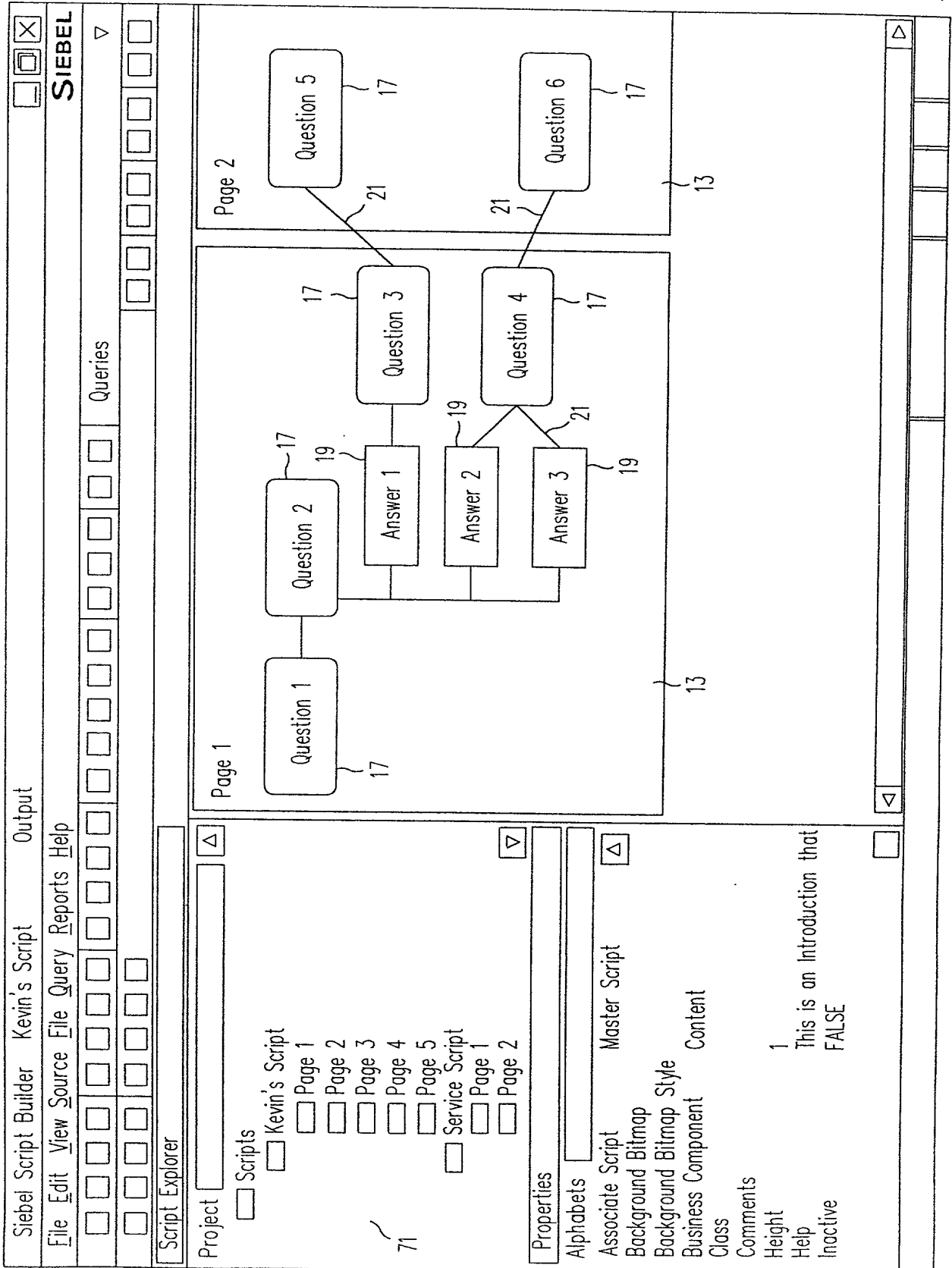
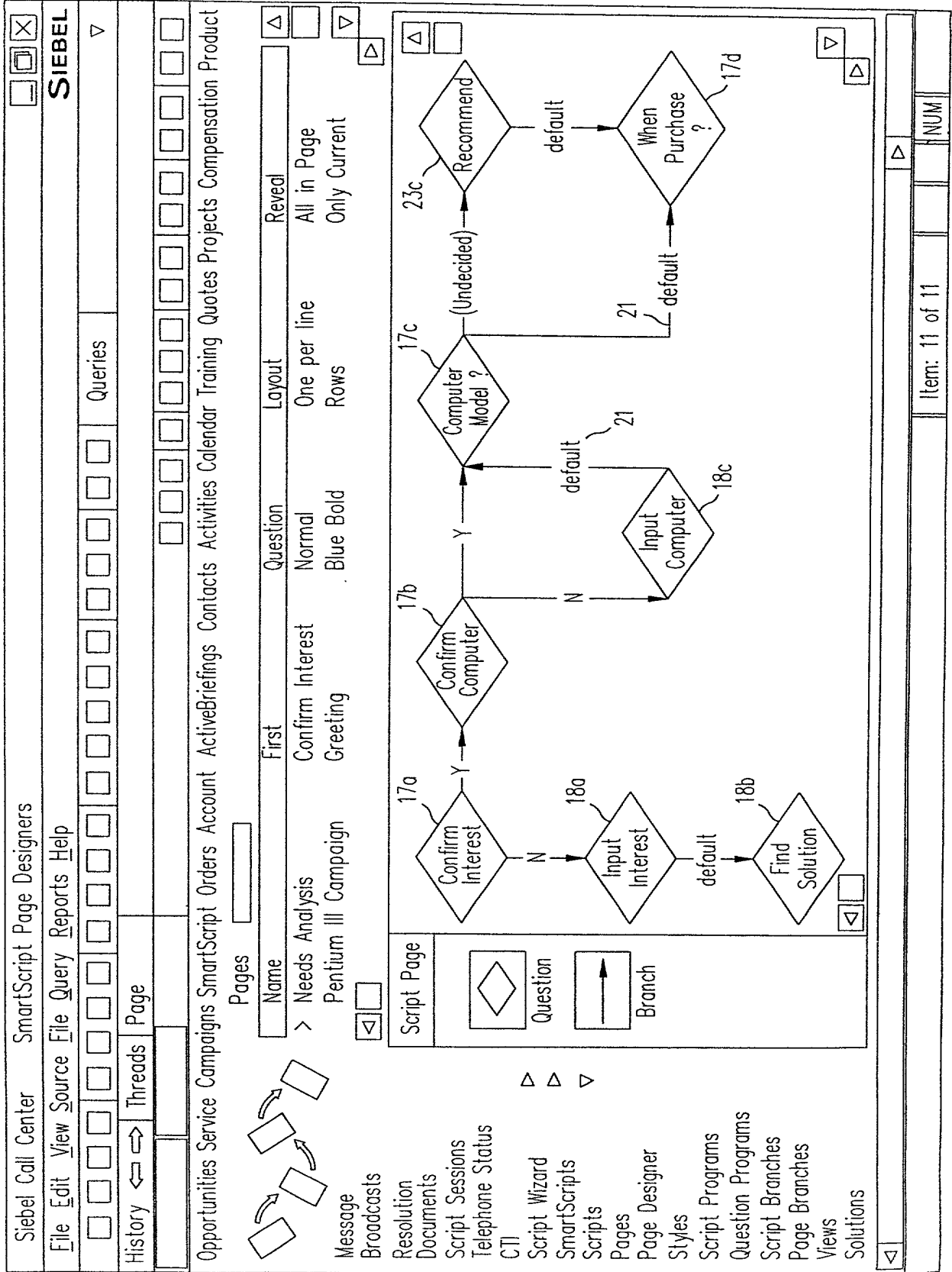


FIG. 10







Siebel Call Center SmartScript Administration

File Edit View Screens Go Query Reports CTI Help

History Threads Script Phone No.

Opportunities Service Campaign SmartScript Orders Accounts ActiveBillings Contacts Activities Calendar Training Quote Projects Compensation Prod

Scripts Export Import Verify

Name Active First Page Est. Duration Question Style

> Computer User Profile Financial Customer Service Inbound Script for 25% Dis Inbound Service Call New Service Request Pentium II Script

53 55 57

Transactions

> English-American Ca

59

Questions Intermediate Novice

61

Verify Script

This Dialog will help verify the State of SmartScript

Check For Unreachable

Also Verify pages used by this Script

Check for Unreachable Question

Check for pressing Answer Branches

Check For Required Transactions

Next> Cancel

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